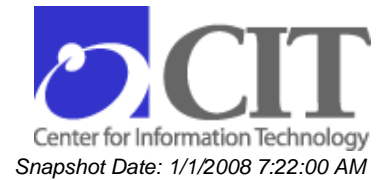


Customer Service Report for DCOB

For the period: Saturday, December 01, 2007 12:00:00 AM to Monday, December 31, 2007
11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
Accounts											
Access/Login	0	2	0	0	0	0	0	2	0	0	18
ASR											
Colocation-OFF	0	0	0	1	0	1	0	0	0	0	0
Colocation-ON	0	0	0	4	0	2	0	0	2	0	0
Back Office Support											
Troubleshoot	0	1	0	0	0	0	0	1	0	0	80
Hardware											
Acc/Periph/Request	1	0	0	0	0	0	0	0	1	0	6
NIH Data Center											
Aperture Vista	0	4	0	1	0	1	0	0	4	0	0
NIH Services											
Other	0	0	0	5	0	4	0	0	1	0	0
Security											
Sanitize	1	0	0	0	0	1	0	0	0	0	0
Grand Total:	2	7	0	11	0	9	0	3	8	0	6

Total Tickets Closed:	11
Total Tickets Assigned/Pending/Checked Out:	9
Total Tickets Created:	20